

Substitute Form PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Information Disclosure Statement by Applicant (Use several sheets if necessary) 37 CFR § 1.98 (b)(7) PATENT & TRADEMARK OFFICE JUN 30 2004	Attorney's Docket No. 06975-130001	Application No. 09/848,231
	Applicant Barry Appelman	
	Filing Date May 4, 2001	Group Art Unit 2174

U.S. Patent Documents


Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
PK	AA	6,430,604	08/06/2002	Ogle et al.			
✓	AB	6,535,586	03/18/2003	Cloutier et al.			
	AC						
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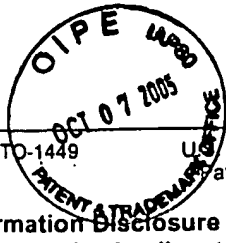
Foreign Patent Documents or Published Foreign Patent Applications

Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AL							
	AM							
	AN							
	AO							
	AP							

Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
	AQ	
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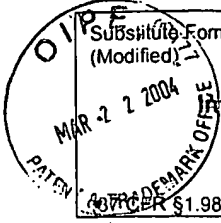
Substitute Form PTO-1449 (Modified) U.S. Department of Commerce Patent and Trademark Office Information Disclosure Statement by Applicant (Use several sheets if necessary) (37 CFR §1.98(b))	Attorney's Docket No. 06975-130001	Application No. 09/848,231
	Applicant Barry Appelman	
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U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
PK	AA	2001/005861	06/28/2001	Mousseau et al.			
↓	AB	6,731,308	05/2004	Tang et al.			
	AC	6,065,047	01/2003	Carpenter et al.			
	AD	2003/0004872	01/2003	Gardi et al.			
	AE	2002/0133369	09/2002	Johnson			
	AF	5,276,905	01/1994	Hurst et al.			
	AG	2002/0184089	12/2002	Tsou et al.			
	AH	2003/0037112	02/2003	Fitzpatrick			
	AI	6,788,769	09/2004	Waites, Nigel			
	AJ	6,912,563	06/2005	Parker et al.			

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
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PK	AK	2357932A	07/04/2001	Great Britain				
↓	AL	01/06748A	01/25/2001	WIPO				
	AM	02/03216A	01/10/2002	WIPO				

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
PK	AN	"Introducing the Gordano Messaging Suite"; http://www.gordano.com ; Copyright 1994-2003 Gordano
	AO	European Search Report mailed August 30, 2005 for European Application No. 03731244
PK	AP	Mckendrick, Joseph; "Internet Call Centers: New Era in Customer Service"; 02/2002; V10, n2, pp22(4)
	AQ	

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U.S. Department of Commerce
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Attorney's Docket No.
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Application No.
09/848,231

**Information Disclosure Statement
by Applicant**

(Use several sheets if necessary)

Applicant
Barry Appelman

Filing Date
May 4, 2001

Group Art Unit
2173

U.S. Patent Documents

Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date If Appropriate
PK	AA	2002/0065894	05/30/2002	Dalal et al.			
	AB	2003/0043201	03/06/2003	Abdelhadi et al.			
	AC	2002/0015061	02/07/2002	Maguire			
	AD	5,327,486	07/05/1994	Wolff et al.			
	AE	5,533,110	07/02/1996	Pinard et al.			
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	AG	5,608,786	03/04/1997	Gordon			
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	AI	5,742,905	04/21/1998	Pepe et al.			
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	AS	5,951,643	09/14/1999	Shelton et al.			
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AV	5,960,173	09/28/1999	Tang et al.				
AW	5,991,791	11/23/1999	Siefert				
AX	6,009,413	12/28/1999	Webber et al.				
AY	6,012,051	01/04/2000	Sammon, Jr. et al.				
AZ	6,014,638	01/11/2000	Burge et al.				

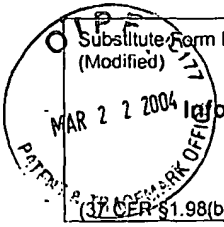
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Information Disclosure Statement by Applicant (Use several sheets if necessary)		Applicant Barry Appelman	
		Filing Date May 4, 2001	Group Art Unit 2173

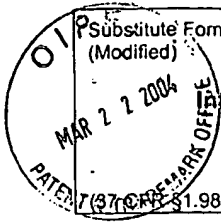
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	ABB	6,026,429	02/15/2000	Jones et al.			
	ACC	6,085,223	07/04/2000	Carino, Jr. et al.			
	ADD	6,151,584	11/21/2000	Papierniak et al.			
	AEE	6,166,730	12/26/2000	Goode et al.			
	AFF	6,260,148	07/10/2001	Aggarwal et al.			
	AGG	6,269,369	07/31/2001	Robertson			
	AHH	6,301,609	10/09/2001	Aravamudan et al.			
	AII	6,389,127	05/14/2002	Vardi et al.			
	AJJ	6,415,318	07/02/2002	Aggarwal et al.			
	AKK	6,425,012	07/23/2002	Trovato et al.			
	ALL	6,449,344	09/10/2002	Goldfinger et al.			
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							Yes	No
PK ↓	ANN	EP0862304A2	09/02/1998	EPO				
	AOO	EP1176840A1	01/30/2002	EPO				
	APP	WO 97/46955	12/11/1997	WIPO				
	AQQ	WO 98/16045	04/16/1998	WIPO				
	ARR	WO 97/10558	03/20/1997	WIPO				
	ASS	WO 99/08434	02/18/1999	WIPO				

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
PK ↓	ATT	"AOL technology: turning complicated things into engaging services", 1996 Annual Report, 22 pages.
	AUU	"YAHOO! Messenger Makes the World a Little Smaller, More Informed", pp. 1-2, June 21, 1999.

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Application No. 09/848,231

Information Disclosure Statement by Applicant

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Applicant **Barry Appelman**

Filing Date **May 4, 2001**

Group Art Unit **2173**

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Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document	MAR 23 2004
PK	AVV	Alan Cohen, "Instant Messaging", 4/13/99, PC Magazine, PC Labs, 2 pages.	Technology Center 2100
P	AWW	"AOL Instant Messenger Windows Beta Features", 06/24/99, 2 pgs, AOL Instant Messenger All New Version 2.0, 2 pages, 06/24/99, What is AOL Instant Messenger, 3 pages, 06/24/99, Quick Tips for Getting Started, 5 pages, 06/24/99, Frequently Asked Questions About AOL Instant Messenger, 6 pages, 06/24/99.	
	AXX	"What new about exchanging information over the Internet," Outlook 2000 SR-1 (9.0.0.4527) Help File, on or before August 10, 2001, page 1.	
	AYY	"About Internet directory services," Outlook 2000 SR-1 (9.0.0. 4527) Help File, on or before August 10, 2001, page 1.	
	AZZ	"Set up LDAP directory services," Outlook 2000 SR-1 (i.0.0. 4527) Help File, on or before August 10, 2001, page 1.	
	AAAA	"Look up contact information from an item," Outlook 2000 SR-1 (9.0.0. 4527) Help File, on or before August 10, 2001, page 1.	
	ABBB	J.C. Cannon, "Design Guide for Directory-Enabled Applications," [online], April 2001 [retrieved on 2003-05-13]. Retrieved from the Internet http://msdn.microsoft.com/library/enus/dnactdir/html/BuildingADApps.asp?frame=true , pages 1-9.	
	ACCC	Microsoft Corporation, "Using ADSI, LDAP, and Network Management Functions With Active Directory," [online], February 2002 [retrieved on 2003-05-13]. Retrieved from the Internet http://msdn.microsoft.com/library/enus/dnactdir/html/BuildingADApps.asp?frame=true , pages 1-9.	
	ADDD	Microsoft Corporation, "Comparing Microsoft Active Directory to Novell's NDS," [online], September 1998 [retrieved on 2003-05-13]. Retrieved from the Internet http://msdn.microsoft.com/library/enus/dnactdir/html/msdn_activedirvnds.asp?frame=true , pages 1-17.	
	AEEE	Microsoft Corporation, "Active Directory Services Interface in the Microsoft Exchange 5.5 Environment," [online], November 1997 [retrieved on 2003-05-13]. Retrieved from the Internet http://msdn.microsoft.com/library/enus/dnactdir/html/msdn_adsiexch.asp?frame=true , pages 1-12.	
	AFFF	"Active Directory Service Overview," [online], November 30, 2001 [retrieved on 2003-05-13]. Retrieved from the Internet http://www.microsoft.com/windows2000/server/evaluation/business/-addatasheet.asp , pages 105.	
	AGGG	"Integrating Microsoft Metadirectory Services and Active Directory," [online], August 31, 2000 [retrieved on 2003-05-13]. Retrieved from the Internet http://www.microsoft.com/windows2000/-server/evaluation/business/adwin2k.asp , page 1.	
	AHHH	"Benefits of Active Directory in a Windows 2000 Environment," [online], September 20, 2001 [retrieved on 2003-05-13]. Retrieved from the Internet http://www.microsoft.com/windows2000/-server/evaluation/business/adwin2k.asp , pages 1-9.	
	AIII	"Active Directory," [online], retrieved on 2003-05-13]. Retrieved from the Internet http://www.microsoft.com/windows2000/technologies/directory/AD/default.asp , pages 1-13.	
	AJJJ	Microsoft Corporation, "Introduction to Active Directory Application Mode," Microsoft Windows Server 2003, August 2002, pages 1-13.	
	AKKK	"Active Directory Features," [online], June 15, 1999 [retrieved on 2003-05-13]. Retrieved from the Internet http://www.microsoft.com/windows2000/server/evaluation/features/adlist.asp , pages 1-4.	
	ALLL	"Windows 2000 Directory Services," [online], [retrieved on 2003-05-13]. Retrieved from the Internet http://www.microsoft.com/windows2000/technologies/directory/default.asp , pages 1-2.	

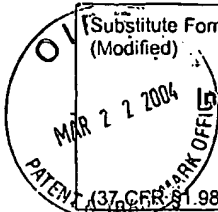
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	Information Disclosure Statement by Applicant (Use several sheets if necessary)		Applicant Barry Appelman	
			Filing Date May 4, 2001	Group Art Unit 2173


Other Documents (include Author, Title, Date, and Place of Publication)

Examiner Initial	Desig. ID	Document
PK	AMMM	"Directory Integration Can Lower Total Cost of Ownership and Increase Application Functionality," [online], July 27, 1998 [retrieved on 2003-05-13]. Retrieved from the Internet http://www.microsoft.com/presspass/press/1998/Jul98/ActivDPR.asp , pages 1 of 4.
	ANNN	William R. Stanek, Microsoft Windows 2000 Administrator's Pocket Consultant [online]. Microsoft Corporation, 1999 [retrieved on 2003-05-08]. Retrieved from the Internet < http://www.microsoft.com/technet/prodtechnol/ad/windows2000/evaluate/05w2kada.asp?fr... >, pages 1-6.
	AOOO	"Enterprise Identity Management with Windows 2000 and Active Directory," [online], 1999 [retrieved on 2003-05-13]. Retrieved from the Internet < http://www.microsoft.com/technet/prodtechnol/ad/windows2000/evaluate/w2keims.asp?fra... >, pages 1-16.
	APPP	William R. Stanek, Microsoft Windows 2000 Administrator's Pocket Consultant [online]. Microsoft Corporation, 1999 [retrieved on 2003-05-08]. Retrieved from the Internet < http://www.microsoft.com/technet/prodtechnol/ad/windows2000/evaluate/05w2kadb.asp?fra... >, pages 1-10.
	AQQQ	"Integrating Applications with Windows 2000 and Active Directory," [online], October 2000 [retrieved on 2003-05-08]. Retrieved from the Internet < http://www.microsoft.com/technet/prodtechnol/ad/windows2000/evaluate/adappstr.asp?fra... >, pages 1-12.
	ARRR	"Part I: Active Directory Operations," Active Directory Operations Guide, Microsoft Corporation, Microsoft Windows 2000, Version 1.5, pages 1-187.
	ASSS	"Part II: Tasks and Procedures Appendices," Active Directory Operations Guide, Microsoft Corporation, Microsoft Windows 2000, Version 1.5, pages 1-131.
✓	ATTT	"The LP Wireless Messenger", Messenger Documentation, [online]. LP Wireless, Inc., 2001 [retrieved on 2002-11-02]. Retrieved from the Internet < http://www.lpwireless.com/messengerhelp.htm >, pp. 1-7.

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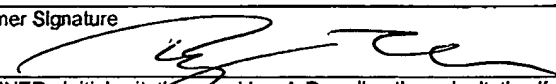
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U.S. Patent Documents							
Examiner Initial	Desig. ID	Document Number	Publication Date	Patentee	Class	Subclass	Filing Date if Appropriate
PK ↓	AA	6,549,937	04/2003	Auerbach et al.	 		
	AB	5,867,162	02/1999	O'Leary et al.	 		
	AC	6,750,881	06/2004	Appelman, Barry	 		
	AD	5,940,488	08/1999	DeGrazia, et al.	 		
	AE	2002/0175953	11/2002	Lin, Yun-Ting	 		

Foreign Patent Documents or Published Foreign Patent Applications								
Examiner Initial	Desig. ID	Document Number	Publication Date	Country or Patent Office	Class	Subclass	Translation	
							Yes	No
	AF							

Other Documents (include Author, Title, Date, and Place of Publication)		
Examiner Initial	Desig. ID	Document
PK ↓	AG	Ed Bott and Ron Person, Using Windows 95 with Internet Explorer 4.0, February 17, 1998, Que, Special Edition
	AH	America Online Inc., "New AIM 4.7, September 27, 2001, Internet: http://aim.aol.com
	AI	America Online Inc., "AOL Instant Messenger", August 29, 2000, Internet: www.aol.com/aim/
	AJ	CNET Networks Inc., "PopUp Killer", September 13, 2001, Internet: download.cnet.com/downloads/0-10059-100-6932612.html
	AK	WebmasterWorld.com Inc., "HTML and Browsers", March 5, 2001, Internet: www.webmaster.com/forum21/367.htm

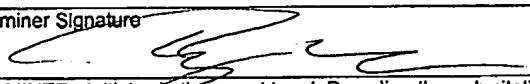
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PK	AA	2003/0028524	02/06/2003	Keskar et al.			07/31/2001
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PK	AO	Office Action, Application Serial No. 10/184,002, dated January 9, 2007, 16 pages.
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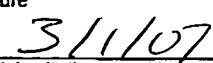
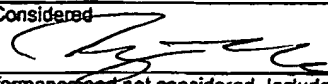
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	AB	6,772,188	08-2004	Cloutier, Jocelyn	—	—	07/14/2000
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PK	AQ	Office Action for U.S. Application No. 10/633,636 mailed October 11, 2006.
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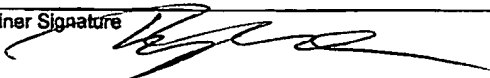
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PK	AA	6,917,965	07/2005	Gupta et al.			
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